

THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

THIRD SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO ALL PARTICIPANTS

D.T.E. 04-116

Respondent: Amy Smith

Date: July 27, 2005

Information Request DTE-A 3-1

- Q. Please provide, for all gas and electric companies in the United States with a telephone answering performance measure, a description of the measure, the name of company, and the docket or other citation where the measure was adopted.
- A. The Company does not maintain or have reasonable access to the information requested. The best information that the Company has regarding telephone answering measures for other utilities is the report that was filed with the Department on December 19, 2002, on behalf of the Massachusetts gas and electric gas companies in compliance with directives set forth in Service Quality Guidelines, D.T.E. 99-84 (2001) (the "Navigant Report"). The Navigant Report detailed the difficulties associated with gathering the type of company-specific information requested by the Department. For example, Navigant noted that during the five years from 1998-2002, over 100 mergers in the electric and gas utility industry were announced. In order to obtain regulatory approval of the mergers, many companies agreed to specific service-quality performance levels, customer guarantees and/or rate freezes. However, in many cases, the specific provisions of the merger settlements and the resulting performance statistics are confidential. Therefore, current service-quality data is not always available to the public, nor is it tracked consistently or systematically (see, Navigant Report at 9).

As noted by Navigant, resources available to state regulators may actually represent a valuable source of the data sought by the Department. These organizations include the National Association of Regulatory Utility Commissioners ("NARUC") and the National Regulatory Research Institute ("NRRI"). Through its research for the Report filed with the Department, Navigant did identify 16 states with telephone response time reporting requirements. Available detail was provided in Appendix 1 and 2 of the Report.

In terms of its own operations, KeySpan operates gas distribution companies in New York, New Hampshire and Massachusetts. In New York, The Brooklyn Union Gas Company and KeySpan Gas East do not currently report telephone response times. In New Hampshire, EnergyNorth Natural Gas, Inc., reports monthly the following telephone response measures as a result of the merger settlement agreement approved by the NHPUC in 2000:

▪ Non-emergency calls answered within 120 seconds
▪ Average answer speed (in seconds)
▪ Number of abandoned calls (daily average)
▪ Average abandoned time (in seconds)
▪ Number of seconds to answer 80% of non-emergency calls
▪ Number of seconds to answer 90% of emergency calls
▪ Percent of emergency calls answered in:
○ 15 seconds
○ 30 seconds
○ 45 seconds
○ 60 seconds
▪ Maximum time of waiting in seconds for emergency calls handled

KeySpan is aware that the one other LDC serving customers in New Hampshire measures in accordance with the following benchmarks pursuant to a rate settlement:

- 80% of non-emergency telephone calls answered in 30 seconds.
- 90% of emergency telephone calls answered in 30 seconds.
- No more than 2% of all telephone calls (measured quarterly) encountering a busy signal.
- 95% of all mutually agreed on service appointments met the same day as scheduled.

In an effort to provide additional information in response to this request, KeySpan conveyed this information request to the American Gas Association (“AGA”) and asked the AGA to survey its member companies. To the extent that AGA provides additional information responsive to the Department’s request in the coming weeks or months, the Company will supplement this response. Please note however, it is AGA’s practice and policy to compile and report results of a member survey but not to disclose the identity of those companies providing a response (see also, Navigant Report at 11).